GOVERNMENT OF INDIA
CIVIL AVIATION
LOK SABHA

UNSTARRED QUESTION NO:4602
ANSWERED ON:11.08.2014
SERVICE STANDARDS HYGIENE AT AIRPORTS
Chavan Shri Ashok Shankarrao;Gaikwad Dr. Sunil Baliram;Gavit Dr. Heena Vijaykumar;Mahadik Shri Dhananjay Bhimrao;Patil Shri Shivaji Adhalrao;Patil Shri Vijaysinh Mohite;Pradhan Shri Nagendra Kumar;Satav Shri Rajeev Shankarrao;Shrirang Shri Chandu Barne;Singh Shri Kunwar Haribansh;Sule Smt. Supriya Sadanand

Will the Minister of CIVIL AVIATION be pleased to state:

(a) whether the Government has received any complaints regarding poor service standards /hygiene at certain airports of the country;

(b) if so, the details thereof including the number of such complaints reported during each of the last three years and the current year, airport-wise along with the action taken by the Government thereon;

(c) whether the Government has conducted any surprise inspection/checks to ascertain the service standards/standards of hygiene at the airports in the country and if so, the details thereof including the inspection/checks carried out during the said period and the outcome thereof along with remedial measures taken by the Government, airport-wise;

(d) whether the Government has any plans to privatise the operations and maintenance of certain airports of the country and if so, the details thereof; and

(e) the institutional mechanism being put in place to monitor the standard of hygiene/services at airports including their maintenance/civil works?

Answer

Minister of State in the Ministry of CIVIL AVIATION (Shri Siddeshwara)

(a) & (b) : Yes, Madam. Airport-wise details of complaints reported during the last three years and the current year in respect of Airports Authority of India (AAI) airports are at Annexure-IA, IB, IC, & ID. Improvements in standards of hygiene/service is a continuous process. AAI is making all efforts to improve the standards of service/hygiene at its airports.;

(c) : The information is being collected and will be laid on the Table of the House.;

(d) : No, Madam. However, the Task Force on Financing Plan for 12th Plan Period, set up by Planning Commission, recommended for implementation of Public Private Partnership (PPP) project at select airports of Airports Authority of India for operation and maintenance of the airport to world class standards, commercial exploitation for maximizing the revenue potential, real estate development in the form of hotels, convention centres and related business, development and operation of cargo and logistics facilities, and construction of additional facilities specified upfront (based on future traffic growth).;

(e) : Airport Service Quality (ASQ) Survey by Airports Council International (ACI) is carried out quarterly at 11 airports having annual traffic of more than 1.5 million passengers and Customer Satisfaction Index (CSI) survey is carried out six monthly at 53 AAI airports by an independent agency engaged by AAI.;